FY15 CSA Service Gap Survey

Overview

- Background of the Service Gap Survey

- Highlights of the FY15 Service Gap Survey

- Statewide service gaps

- Regional service gaps

- Identified barriers

- Changes in community service capacity

Background of the Service Gap Survey

- One of the primary responsibilities of the Community Policy and Management Team (CPMT) is to coordinate long range, community-wide planning to develop resources and services needed by children and families in the community (*§2.2-5206).*

- The 2006 Virginia General Assembly amended the Code of Virginia to further specify this requirement. On an annual basis, the CPMT shall report to the Office of Children's Services (OCS) on gaps and barriers in services needed to keep children in the local community (*§2.2-5211.1.2).*

- This report reflects the ninth year that these data have been collected by OCS on the service gaps and barriers for CSA youth in Virginia.

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Background of the Service Gap Survey

Why is the Service Gaps Survey Important?

- Lack of local services can lead to placements outside of the community, which are thought to have a negative impact on outcomes and tend to be more costly.

- Provides a mechanism for localities to formally recognize where they are lacking specific services and serves as an instrument to focus their efforts.

- An opportunity for policy makers at the state level to obtain a comprehensive view of statewide and regional service gaps.

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FY15 Service Gap Survey Highlights

- 103 out of 119 (87%) CPMTs Responded
  - 21 out of 26 (81%) Central Region
  - 21 out of 25 (84%) Northern Region
  - 20 out of 23 (87%) Eastern Region
  - 21 out of 24 (88%) Piedmont Region
  - 20 out of 21 (95%) Western Region

- Top 3 Agencies/Entities Actively Engaged in the Completion of their Community's Service Gap Assessment
  - Court Services Units – 95%
  - School Systems – 94%
  - Departments of Social Services – 94%

- Top 3 Populations Identified with Service Gaps
  - Transition Age Youth (18-21) – 69%
  - Youth with Substance Abuse Problems – 67%
  - Youth with Autism – 62%

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FY15 Service Gap Survey Highlights

- Transportation continues to be a top gap across the Commonwealth
  - All five regions identified it as either the top or the second highest gap
  - More rural communities were much more likely to list transportation as a gap than more densely populated areas.

- Substance Abuse Case Management
  - Second highest ranked service gap in the Western Region
  - Not higher than sixth in any other region

- Respite
  - Ranked as the top service gap in the Eastern Region
  - Not higher than sixth in any other region

- Assessment/Evaluation
  - Ranked as the top service gap in the Central and Piedmont Regions
  - Not in the top ten in the Eastern or Northern Regions

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FY15 Statewide Service Gaps

Top 20 Service Gaps Weighted By Priority* (n=103)
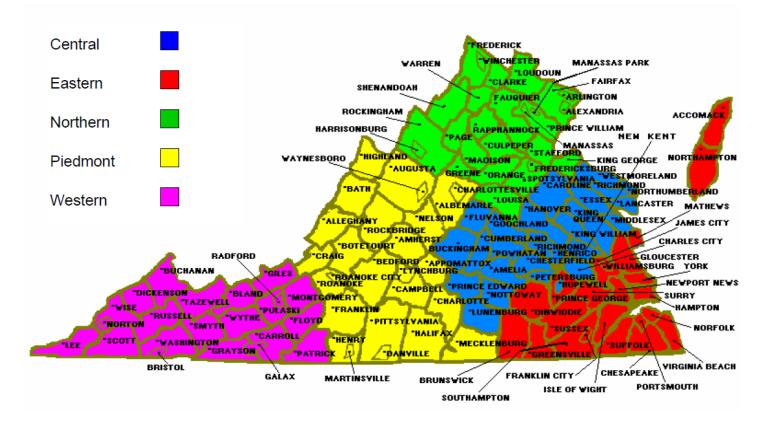
1. Transportation (15% Highest Priority)
2. Family Support Services
3. Crisis Stabilization
4. Outpatient Services
5. Assessment/Evaluation
6. Substance Abuse Case Mgmt.
7. Respite
8. Crisis Intervention
9. Applied Behavior Analysis
10. Independent Living Services
11. Intensive In-home Services
12. Acute Psych. Hospitalization
13. Private Day School
14. Mentoring
15. Maintenance - Basic
16. TDT for Children/Adolescents
17. SPED Related Services
18. Mental Health Case Mgmt.
19. Intensive Care Coordination
20. Emergency Shelter Care

*Top rated priority from each locality received 5 points, then 4, 3, 2, 1 points in decreasing priority order. This method is not comparable to previous years because of changes in service names and definitions.

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Regional Boundaries

FY15 Regional Service Gaps
(Weighted by Priority)

Central Region (n=21)

Tie {
1. Assessment/Evaluation (19% Highest Priority)
1. Transportation (19% Highest Priority)

3. Crisis Stabilization
4. Family Support Services
5. Outpatient Services
6. Respite
7. Crisis Intervention
8. Private Day School
9. Substance Abuse Case Management
10. Special Education Case Management

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FY15 Regional Service Gaps
(Weighted by Priority)

Eastern Region (n=20)

1. Respite (5% Highest Priority)
2. Transportation
3. Independent Living Services
4. Family Support Services
5. Applied Behavior Analysis
6. Outpatient Services
7. Substance Abuse Case Management
8. Crisis Stabilization
9. Crisis Intervention
10. Mental Health Case Management

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FY15 Regional Service Gaps
(Weighted by Priority)

Northern Region (n=21)

1. Outpatient Services (10% Highest Priority)
2. Transportation
3. Family Support Services
4. Crisis Stabilization
5. Acute Psychiatric Hospitalization
6. Substance Abuse Case Management

Tie {
7. Applied Behavior Analysis
7. Independent Living Services
7. Substance Abuse Treatment (Other)

10. Respite

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FY15 Regional Service Gaps
(Weighted by Priority)

Piedmont Region (n=21)

1. Assessment/Evaluation (29% Highest Priority)
2. Transportation
3. Crisis Intervention
4. Family Support Services
5. Crisis Stabilization
6. Substance Abuse Case Management
7. Outpatient Services

Tie {
8. Respite
8. Mentoring

Tie {
10. Applied Behavior Analysis
10. Emergency Shelter Care (Other)

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FY15 Regional Service Gaps
(Weighted by Priority)

Western Region (n=20)

1. Transportation (10% Highest Priority)
2. Substance Abuse Case Management
3. Crisis Stabilization

Tie {
4. Acute Psychiatric Hospitalization
4. Outpatient Services

6. Family Support Services

Tie {
7. Assessment/Evaluation
7. Intensive In-home Services

9. Respite
10. Private Day School

Statewide Barriers

Top Barriers to Community Service Availability:

- Need for greater collaboration among community stakeholders

- Need to pool resources and funding across multiple community partners and funding sources

- Not aware of potential funding sources for this service

- Need to demonstrate the need for and value of this service to local decision makers and/or funders

- Unsure how to engage private and/or public providers in the development of this service

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Changes in Community Services Availability

- 60% (53% in FY14) report there has been an increase community-based services

- 50% (47% in FY14) report there has been an increase in the array of community-based services

- 35% (37% in FY14) report there has been a decrease in the availability of any services

- 71% (71% in FY14) report their community has taken specific steps to establish or expand community-based services

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Service Gap Survey Instrument

CSA Assessment of Critical Service Gaps Survey -2016	
(A) CONTACT PERSON INFORMATION (Step 1 of 6) **(All Fields Required)**	
Assessment Date	
Localities Included In This Survey	
Contact Person	
Contact's Position Title	
Contact's Agency / Entity	
Contact's Telephone Number	
Contact's E-mail Address	

The following agencies and / or entities were actively engaged in the completion of this community's service gaps assessment:

(Check all that apply.)

[ ]   Parents/Family Members
[ ]   Local Government
[ ]   School System
[ ]   Department of Social Services
[ ]   Community Services Board
[ ]   Court Services Unit
[ ]   Health Department
[ ]   Private Providers
[ ]   Judges
[ ]   Other (please describe):   [   ]

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(B) CRITICAL SERVICE GAPS (Step 2 of 6)

(Select the top 5 Services for which your community feels are most important to improve access in your community)

We are interested in learning more about the most critical service gaps that are impacting your community's ability to serve children who have emotional and/or behavior problems in their home, school and/or community.   From the following list of services, please identify **the top 5 services** which your community feels are most important to improve access in your community. Consider services that do not exist in your community, as well as services that exist in your community but do not adequately meet your locality's needs due to constraints such as insufficient capacity, poor quality, or prohibitive costs.

Acute Psychiatric Hospitalization	[ ]	Mentoring	[ ]
Applied Behavior Analysis	[ ]	Outpatient Services	[ ]
Assessment/Evaluation	[ ]	Private Day School	[ ]
Case Support	[ ]	Private Foster Care Support Supervision and Administration	[ ]
Crisis Intervention	[ ]	Private Residential School	[ ]
Crisis Stabilization	[ ]	Residential Case Management	[ ]
Family Partnership Facilitation	[ ]	Residential Daily Supervision	[ ]
Family Support Services	[ ]	Residential Education	[ ]
Independent Living Services	[ ]	Residential Medical Counseling	[ ]
Individualized Support Services	[ ]	Residential Room and Board	[ ]
Intensive Care Coordination	[ ]	Residential Supplemental Therapies	[ ]
Intensive Care Coordination Family Support Partner	[ ]	Respite	[ ]
Intensive In-Home Services	[ ]	Special Education Related Services	[ ]
Maintenance - Basic	[ ]	Sponsored Residential Home Services	[ ]
Maintenance - Child Care Assistance	[ ]	Substance Abuse Case Management	[ ]
Maintenance - Clothing Supplement	[ ]	Therapeutic Day Treatment for Children and Adolescents	[ ]
Maintenance - Enhanced	[ ]	Transportation	[ ]
Maintenance - Independent Living	[ ]	Treatment Foster Care Case Management	[ ]
Maintenance - Transportation	[ ]	Utilization Review	[ ]
Material Support	[ ]	**Other** (Describe below.)	
Mental Health Case Management	[ ]	[ ]	[ ]
Mental Health Skills Building	[ ]	[ ]	[ ]

(C) POPULATION SERVICES (Step 3 of 6)

(select all that apply)

Are there specific populations where there are noted service gaps?
Please check the following items that apply

Autism	[ ]	Pre-School Age	[ ]	
Intellectual Disability/Developmental Disability	[ ]	Elementary School Age	[ ]	
Mental Health issues in the school	[ ]	Middle School Age	[ ]	
Potentially Disrupting or Disrupted Adoptions	[ ]	Transition Age (14-17)	[ ]	
Sex Offending Sexually Reactive Behaviors	[ ]	Transition Age (18-21)	[ ]	
Substance Abuse	[ ]			

Please briefly describe other populations where there are noted service gaps not listed here.

Be as specific as possible and kindly limit your response to the 500 characters available.

Thank you:

(D) PLEASE PRIORITZE YOUR 5 MOST CRITICAL SERVICES GAPS BELOW (Step 4 of 6)

(List the Service Gaps selected in Step 2 and prioritize. 1 is the lowest priority to 5 is the highest priority)

(E) BARRIERS TO COMMUNITY SERVICES AVAILABILITY (Step 5 of 6)

For **each** of the 5 critical service gaps identified from Section (B), please check all reasons that apply which your team believes are impacting the community's ability to develop community based Services. Please make sure at least 1 Reason/Barrier is identified for each of the service gaps.

Reasons/Barriers	List Service Gaps Here >>>	Highest Priority (5)	(4)	(3)	(2)	Lowest Priority (1)
A. Need greater buy-in and support from line staff in community services model		[ ]	[ ]	[ ]	[ ]	[ ]
B. Community needs better data to guide the investment of resources or funds		[ ]	[ ]	[ ]	[ ]	[ ]
C. Need for greater collaboration among community stakeholders		[ ]	[ ]	[ ]	[ ]	[ ]
D. Community leaders have not reached consensus on prioritizing the development and/or funding of this service		[ ]	[ ]	[ ]	[ ]	[ ]
E. Need to demonstrate the need for and value of this service to local decision makers and/or funders		[ ]	[ ]	[ ]	[ ]	[ ]
F. Need community agencies to review caseloads to determine whether sufficient demand to support development of this service		[ ]	[ ]	[ ]	[ ]	[ ]
G. Unsure how to engage private and/or public providers in the development of this service		[ ]	[ ]	[ ]	[ ]	[ ]
H. Disagreement in community on which entity should develop and provide the service		[ ]	[ ]	[ ]	[ ]	[ ]
I. Need information on what are key factors that make this service effective		[ ]	[ ]	[ ]	[ ]	[ ]
J. Need to pool resources and funding across multiple community partners and funding sources for this service		[ ]	[ ]	[ ]	[ ]	[ ]
K. Require access to grant or flexible funding for program start up		[ ]	[ ]	[ ]	[ ]	[ ]
L. Not aware of potential funding sources for this service		[ ]	[ ]	[ ]	[ ]	[ ]
M. Need coordination across localities to demonstrate regional demand for this service; not sufficient demand in just our community		[ ]	[ ]	[ ]	[ ]	[ ]
N. Other (Please Describe):		[ ]	[ ]	[ ]	[ ]	[ ]
O. Other (Please Describe):		[ ]	[ ]	[ ]	[ ]	[ ]
P. Other (Please Describe):		[ ]	[ ]	[ ]	[ ]	[ ]

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(F) CHANGES TO COMMUNITY SERVICES AVAILABILITY (Step 6 of 6)

Please check the following items that apply	Yes	No
A. Has the number of community-based services increased in your community over the last year?	( )	( )
B. Has the array of community-based services increased in your community over the last year?	( )	( )
C. Has the availability of any services decreased over the past year? If so, please briefly describe below.	( )	( )
D. Has your community taken specific steps to establish or expand community-based services during the past year?	( )	( )
E. Please briefly describe the steps taken to expand community-based services. Be as specific as possible and kindly limit your response to the 500 characters available.		